



**IMU Board of Trustees of the
Electric, Water and Communications Utilities
September 28, 2020
City Hall Council Chambers
5:30 p.m.**

Agenda

1. Call to Order
2. Roll Call
3. Public Comments
4. Consent Agenda
 - A. Claims for September 28, 2020.
 - B. September 14, 2020 Minutes.
5. Electric Utility Informational Items
 - A. Underground Conversation project discussion.
6. Water Utility Informational Items
7. Communications Utility Informational Items
8. Combined Electric, Water and Communications Utilities Action Items
 - A. Resolution approving the purchase of a telecommunications system for Indianola Municipal Utilities.
9. Combined Electric, Water and Communications Utilities Informational Items

10. Other Business

11. Adjourn

IMU Regular Downstairs

4. A.

Meeting Date: 09/28/2020

Information

Subject

Claims for September 28, 2020.

Information

Fiscal Impact

Attachments

Claims 0928

Refund Claims 0928

AP Check Preview

Date Range: All Dates

Indianola Municipal Utilities

Friday, September 25, 2020
8:13:32 AM

Vendor	Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
Account To Be Paid From			0000-10120-999							
ACCO UNLIMITED CORP. - VEND-2810										
9/16/2020	Ball valves and tank	Open Terms	1,050.61	0.00	0.00	1,050.61	1,050.61	0205302-IN	BL-3736	
9/15/2020	ACCO liquid chlorinating	Open Terms	1,077.84	0.00	0.00	1,077.84	1,077.84	0205280-IN	BL-3737	
							2,128.45	2,128.45		
A-Check Global - VEND-1194										
9/30/2020	Employee background check	Net 30	36.50	0.00	15.00	36.50	36.50	59-0624806	BL-3682	
							36.50	36.50		
AGRILAND FS INC - VEND-48228										
9/19/2020	LP Tank Fill	Open Terms	27.10	0.00	0.00	27.10	27.10	91014677	BL-3734	
9/17/2020	14-24-9 33% SCU	Open Terms	27.42	0.00	0.00	27.42	27.42	91014645	BL-3722	
9/19/2020	GY Deluxe 50#	Open Terms	132.50	0.00	0.00	132.50	132.50	91014688	BL-3723	
							187.02	187.02		
Border States Industries Inc - VEND-1070										
10/9/2020	Annual meter testing	Net 30	4,760.00	0.00	15.00	4,760.00	4,760.00	70690179	BL-3713	
10/14/2020	150 Watt HPS Bulbs	Net 30	357.98	0.00	15.00	357.98	357.98	920673204	BL-3704	
10/14/2020	Secondary Peds	Net 30	6,046.87	0.00	15.00	6,046.87	6,046.87	920673205	BL-3705	
							11,164.85	11,164.85		
Cedar Falls Utilities - VEND-1045 - BL-3698										
10/5/2020	0820 Bandwidth & 5G	Net 30	6,167.74	0.00	15.00	6,167.74	6,167.74	0820 Bandwidth & 5G	BL-3698	
							6,167.74	6,167.74		
Cintas Corporation - VEND-1007										
10/15/2020	Supplies	Net 30	48.28	0.00	15.00	48.28	48.28		BL-3702	
							48.28	48.28		
City Of Indianola - VEND-1008 - BL-3717										
10/21/2020	0920 Caselle Claims	Net 30	8,829.88	0.00	15.00	8,829.88	8,829.88	0920 Caselle Claims	BL-3717	
							8,829.88	8,829.88		
City Of Indianola - VEND-1008 - BL-3725										
10/21/2020	0920 Utility Payroll Expenses	Net 30	282,905.50	0.00	15.00	282,905.50	282,905.50	0920 Utility Payroll Exp	BL-3725	

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Indianola Municipal Utilities

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							282,905.50	282,905.50		
CNM OUTDOOR EQUIPMENT - VEND-9110										
9/18/2020	Supplies and labor	Open Terms	87.62	0.00	0.00	87.62	87.62	188721	BL-3724	
							87.62	87.62		
Consortia Consulting - VEND-1009										
10/21/2020	Consulting	Net 30	900.00	0.00	15.00	900.00	900.00	21697	BL-3738	
							900.00	900.00		
Convergint Technologies LLC - VEND-1082										
10/15/2020	25% Pre-pay: Access control	Net 30	2,537.00	0.00	15.00	2,537.00	2,537.00	111SNK0332	BL-3695	
							2,537.00	2,537.00		
CROSSROADS MOBILE MAINTENANCE - VEND-102507										
7/25/2020	Unit 28 Parts	Open Terms	240.27	0.00	0.00	240.27	240.27	201P1431	BL-3703	
							240.27	240.27		
Denman - VEND-1193										
10/8/2020	April bank reconciliation	Net 30	1,000.00	0.00	15.00	1,000.00	1,000.00	5921-D137041	BL-3670	
							1,000.00	1,000.00		
Des Moines Register Media - VEND-1010										
10/14/2020	Board trustee minutes	Net 30	653.59	0.00	15.00	653.59	653.59	0003489258	BL-3681	
							653.59	653.59		
Dust Pros Janitorial - VEND-1011										
10/14/2020	0920 Scrub and buff	Net 30	180.00	0.00	15.00	180.00	180.00	2271	BL-3677	
10/20/2020	0920 Cleaning	Net 30	856.00	0.00	15.00	856.00	856.00	2272	BL-3742	
							1,036.00	1,036.00		
GRAYMONT WESTERN LIME INC - VEND-101387										
7/14/2020	High calcium quicklime	Open Terms	4,384.80	0.00	0.00	4,384.80	4,384.80	152571 RI	BL-3672	
							4,384.80	4,384.80		
IMPACT COMMUNITY ACTION PARTNERSHIP - VEND-59840										
9/16/2020	FA Project share contributions	Open Terms	75.00	0.00	0.00	75.00	75.00	FA Project Share	BL-3673	
							75.00	75.00		
Independent Advocate - VEND-1136										

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	10/8/2020	Digital advertising	Net 30	200.00	0.00	15.00	200.00	200.00	584	BL-3697
							200.00	200.00		
Iowa Dept Of Revenue - VEND-1117										
	10/15/2020	0920 WA Excise Tax	Net 30	8,631.07	0.00	15.00	8,631.07	8,631.07	0920 WA Excise Tax	BL-3674
							8,631.07	8,631.07		
Iowa Utilities Board - VEND-1016										
	10/15/2020	2019 IEC / CGRER assessment	Net 30	14,998.00	0.00	15.00	14,998.00	14,998.00	51548	BL-3680
							14,998.00	14,998.00		
John Deere Financial - VEND-1106										
	10/16/2020	John Deere 310SL Backhoe Loader	Net 30	85,300.00	0.00	15.00	85,300.00	85,300.00	07238155	BL-3735
	10/18/2020	Multi use acct #36105-20385	Net 30	17.99	0.00	15.00	17.99	17.99	2989737	BL-3719
							85,317.99	85,317.99		
KEYSTONE LABORATORIES INC - VEND-29056										
	9/12/2020	Radium	Open Terms	165.00	0.00	0.00	165.00	165.00	1D06964	BL-3679
							165.00	165.00		
KIENAST IMPLEMENT DETAILING - VEND-102169										
	9/24/2020	Transformer work	Open Terms	2,889.00	0.00	0.00	2,889.00	2,889.00	September	BL-3739
							2,889.00	2,889.00		
Mahaska Communications Group - VEND-1017										
	10/17/2020	0820 Customer conversions	Net 30	187.50	0.00	15.00	187.50	187.50	0820 Customer Conversions	BL-3699
							187.50	187.50		
MCMMASTER-CARR SUPPLY CO - VEND-34108										
	9/15/2020	Turbine 8 control bulbs	Open Terms	46.44	0.00	0.00	46.44	46.44	45454956	BL-3732
	9/9/2020	Control Bulbs	Open Terms	17.68	0.00	0.00	17.68	17.68	45159998	BL-3733
							64.12	64.12		
Mid American Energy Co - VEND-1018										
	10/14/2020	Gas for muni plt substation	Net 30	10.10	0.00	15.00	10.10	10.10	503831681	BL-3696
							10.10	10.10		
MUNICIPAL ENERGY AGENCY OF NEBRASKA - VEND-35805										
	9/12/2020	Purchased power	Open Terms	905,154.50	0.00	0.00	905,154.50	905,154.50	301136	BL-3675

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Vendor	Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
							905,154.50	905,154.50		
MUNICIPAL SUPPLY INC - VEND-35810										
9/11/2020	Supplies		Open Terms	631.30	0.00	0.00	631.30	631.30	0774560-IN	BL-3720
							631.30	631.30		
Nolasoft Development - VEND-1021										
10/17/2020	Annual Domain Registration. i-m-u.com		Net 30	120.00	0.00	15.00	120.00	120.00	8498	BL-3690
							120.00	120.00		
North American Numbering Plan - VEND-1196										
10/14/2020	Annual fee for numbering association and reas		Net 30	50.00	0.00	15.00	50.00	50.00	IN110119	BL-3701
							50.00	50.00		
O'REILLY AUTO PARTS - VEND-40157										
9/12/2020	Oil filters and oil		Open Terms	115.48	0.00	0.00	115.48	115.48	0337-164780	BL-3678
							115.48	115.48		
Pella Printing Co, Inc - VEND-1062										
10/14/2020	Paying correct amount on invoice		Net 30	485.00	0.00	15.00	485.00	485.00	59280	BL-3659
							485.00	485.00		
Professional Solutions Financial Services - VEND-1044										
10/17/2020	0820 Online payment services		Net 30	28.95	0.00	15.00	28.95	28.95	0820 Online Pymnt Svcs	BL-3691
							28.95	28.95		
SUMMIT DRILLING LLC - VEND-103054										
9/14/2020	Bores at 100 W 17th and 906 E IA		Open Terms	4,000.00	0.00	0.00	4,000.00	4,000.00	1513	BL-3693
							4,000.00	4,000.00		
Terry-Durin Co - VEND-1038										
10/1/2020	14THHNSG Wire		Net 30	948.02	0.00	15.00	948.02	948.02	63732-00	BL-3700
							948.02	948.02		
U.S. Cellular - VEND-1104										
10/12/2020	Cel phone bill 0920		Net 30	606.33	0.00	15.00	606.33	606.33	0395109730-IMU	BL-3715
							606.33	606.33		
UPHDM Occupational Medicine - VEND-1101										

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Indianola Municipal Utilities

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8:13:32 AM

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	10/1/2020	Employee testing	Net 30	155.00	0.00	15.00	155.00	155.00	32680	BL-3660
							155.00	155.00		
Vanderpool Plumbing & Heating - VEND-1066										
	9/30/2020	AC Unit repair - Turbine 8	Net 30	139.64	0.00	15.00	139.64	139.64	4230	BL-3694
							139.64	139.64		
VERIZON WIRELESS - VEND-3535										
	9/1/2020	0820 Cel phone bill	Open Terms	346.89	0.00	0.00	346.89	346.89	9861817445	BL-3671
							346.89	346.89		
Warren County Engineer - VEND-1102										
	10/8/2020	0820 Fuel Distribution	Net 30	1,591.10	0.00	15.00	1,591.10	1,591.10	0820 Fuel Distribution	BL-3667
							1,591.10	1,591.10		
WARREN COUNTY TREASURER - VEND-59867										
	9/15/2020	Parcel #3271 for 093020 and 033121	Open Terms	927.00	0.00	0.00	927.00	927.00	934724	BL-3669
							927.00	927.00		
WESCO - VEND-60220										
	9/16/2020	#2 Ground Wire	Open Terms	111.27	0.00	0.00	111.27	111.27	364578	BL-3706
	9/12/2020	FR Jacket liner - Sampson	Open Terms	151.51	0.00	0.00	151.51	151.51	360074	BL-3707
	9/16/2020	FR Clothing - Sampson	Open Terms	166.14	0.00	0.00	166.14	166.14	364577	BL-3708
	9/12/2020	Ratchet wrench	Open Terms	36.38	0.00	0.00	36.38	36.38	360433	BL-3709
	9/12/2020	Insulated wire stripper	Open Terms	44.00	0.00	0.00	44.00	44.00	360432	BL-3710
	9/12/2020	Locks	Open Terms	284.62	0.00	0.00	284.62	284.62	360434	BL-3711
	9/12/2020	U-guard, Lags, Arrester Vise Type Connector	Open Terms	377.98	0.00	0.00	377.98	377.98	360435	BL-3712
	9/19/2020	Copper Connectors	Open Terms	103.26	0.00	0.00	103.26	103.26	372274	BL-3727
	9/19/2020	Handhole	Open Terms	352.03	0.00	0.00	352.03	352.03	372306	BL-3728
	9/19/2020	Transformer Secondary Lugs	Open Terms	227.65	0.00	0.00	227.65	227.65	371739	BL-3729
	9/19/2020	Lights at turbine	Open Terms	125.32	0.00	0.00	125.32	125.32	371738	BL-3730
	9/19/2020	Truck tools	Open Terms	20.42	0.00	0.00	20.42	20.42	371740	BL-3731
	9/23/2020	Volt meter	Open Terms	375.71	0.00	0.00	375.71	375.71	377531	BL-3740
	9/22/2020	FR Clothing	Open Terms	193.25	0.00	0.00	193.25	193.25	375364	BL-3741
							2,569.54	2,569.54		
Wiegert Disposal Inc - VEND-1081										
	10/1/2020	Used materials to landfill	Net 30	299.00	0.00	15.00	299.00	299.00	0820 Landfill	BL-3692
							299.00	299.00		

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Vendor	Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
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Check Count:	43	Totals:	\$1,353,013.03	\$1,353,013.03
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Accounts Payable Check Register

Date Range: 09/16/2020 to 09/25/2020

Indianola Municipal Utilities

Friday, September 25, 2020

10:40:14 AM

Date	Check Number	Payee	Memo	Status	Method	Payment
0000-10120-999 - Cash - IMU Checking						
09/17/2020	211319	Steven & Evelyn Mc Coy - VEND-1141 - BL-2979		Outstanding	Check	116.39
09/18/2020	211320	Susan A Rowland - VEND-1141 - BL-3661		Outstanding	Check	199.78
09/22/2020	211321	David Borkowski - VEND-1141 - BL-3683		Outstanding	Check	34.58
09/22/2020	211322	Justin/Emily Salier - VEND-1141 - BL-3662		Outstanding	Check	117.71
09/22/2020	211323	Megan Vannausdle - VEND-1141 - BL-3726		Outstanding	Check	52.13
Count from Cash - IMU Checking		5	Total Payments made from Cash - IMU Checking	520.59		

IMU Regular Downstairs

4. B.

Meeting Date: 09/28/2020

Information

Subject

September 14, 2020 Minutes.

Information

Fiscal Impact

Attachments

Minutes

BOARD OF TRUSTEE MINUTES - REGULAR SESSION – September 14, 2020

The Board of Trustees met in regular session on September 14, 2020, in the City Hall Council Chambers. Vice Chairperson Adam Voigts called the meeting to order at 5:30 pm and on roll call the following members were present: Deb Richardson, Adam Voigts and Jim McClymond. Absent: Mike Rozga and Lesley Forbush.

The consent agenda consisting of the following was approved on a motion by McClymond and seconded by Richardson. Question was called for and on voice vote the Vice Chairperson declared the motion carried unanimously.

Claims list for August 24 and 31 and September 14, 2020.
Minutes from August 10, 2020.

General Manager, Chris Des Planques provided an update on the Electric and Water Department current projects.

Kurt Ripperger, Telecommunications Superintendent, updated the Board on their projects.

Board Member Forbush joined the meeting at 5:35 p.m.

It was moved by Richardson and seconded by McClymond to approve the annual IMPACT community action program vendor agreement. Dianna Lane, Utility Billing Supervisor, explained the annual contract. Question was called for and on voice vote the Vice Chairperson declared the motion carried unanimously.

In Combined Information Items on the agenda, Des Planques discussed recent MEAN meetings and the committees he serves on.

It was moved by Richardson and seconded by McClymond at 5:44 p.m. to enter into closed session in accordance with Iowa Code Section 388.9(1) to discuss marketing and pricing strategies and proprietary information of the telecommunications division whose competitive position will be harmed by public disclosure that is not required of potential or actual competitors and no public purpose is served by such disclosure. On roll call, the vote was AYES: Richardson, Voigts, McClymond, Forbush. NAYS: None. ABSENT: Rozga. Whereas the Vice Chairperson declared the motion passed unanimously.

McClymond moved to come out of closed session at 6:18 p.m. Forbush seconded the motion. On roll call, the vote was AYES: Richardson, Voigts, McClymond, Forbush. NAYS: None. ABSENT: Rozga. Whereas the Vice Chairperson declared the motion passed unanimously.

Meeting adjourned at 6:19 p.m. on a motion by McClymond and seconded by Richardson.

Adam Voigts, Vice Chairperson

ATTEST:

Jackie Raffety, Board Secretary, Deputy City Clerk

IMU Regular Downstairs

5. A.

Meeting Date: 09/28/2020

Information

Subject

Underground Conversation project discussion.

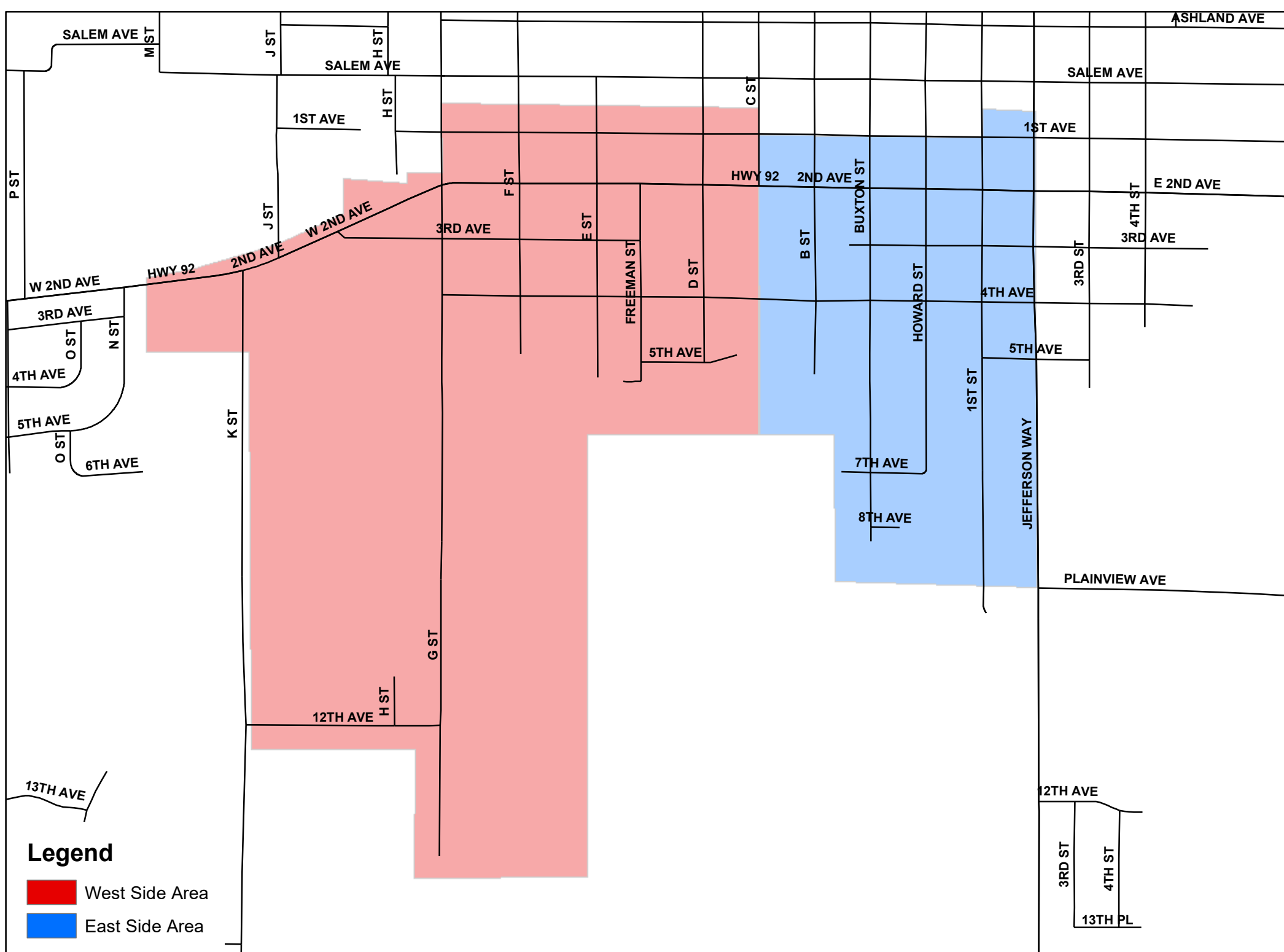
Information

Fiscal Impact

Attachments

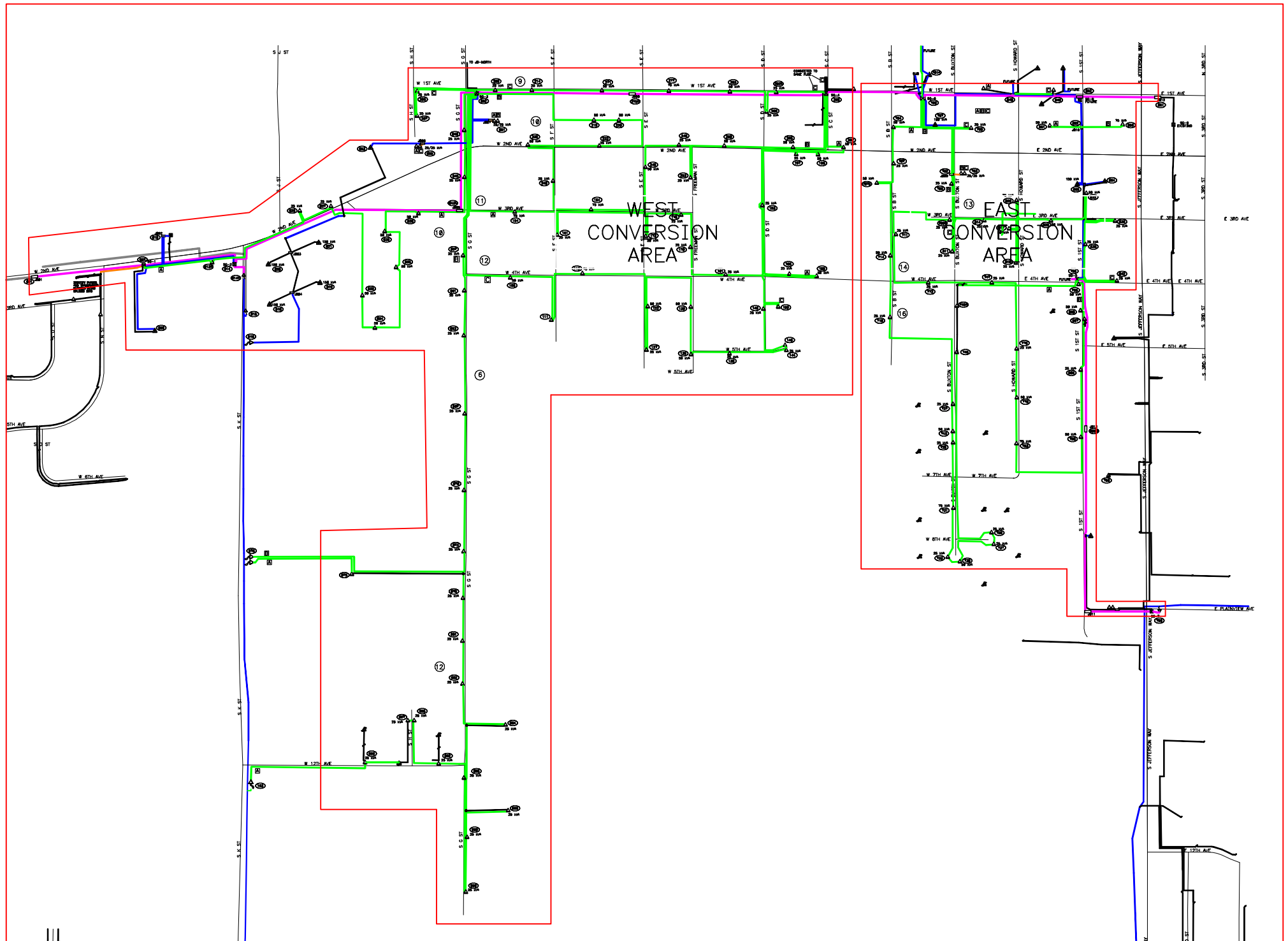
Construction Cost Estimate
Proposed Underground Project
Conversion Area

Construction Cost Estimate									
	West Area			East Area			Total		
	Owner	Dist Cont	Mtr Cont	Owner	Dist Cont	Mtr Cont	Owner	Dist Cont	Mtr Cont
Material Purchase	\$820,000	\$153,000		\$483,000	\$90,000		\$1,303,000	\$243,000	
Labor MD		2,894			1,612			4,506	
Labor Cost		\$2,315,200			\$1,289,600			\$3,604,800	
OH & Profit		\$231,520			\$128,960			\$360,480	
Qty Service Conv			260			103			363
Cost per Conv			\$1,500			\$1,500			
Service Conv Cost			\$390,000			\$154,500			\$544,500
Total	\$820,000	\$2,699,720	\$390,000	\$483,000	\$1,508,560	\$154,500	\$1,303,000	\$4,208,280	\$544,500
			\$3,909,720			\$2,146,060			\$6,055,780



- Legend**
- West Side Area
 - East Side Area

Proposed Underground



Meeting Date: 09/28/2020

Information

Subject

Resolution approving the purchase of a telecommunications system for Indianola Municipal Utilities.

Information

The Fiscal Year 2021 budget includes a transfer of funds to the City of Indianola to purchase a new phone system for Indianola Municipal Utilities Administration, Electric, Water and Fiber departments.

In the packet is the memorandum Alex Fowler, Director of Information Technologies for the City of Indianola, provided to the City Council and the quote for the new system.

Roll call is in order.

Fiscal Impact

Attachments

Memorandum
Resolution Approving Purchase
Proposal



— IT'S OFFICE —

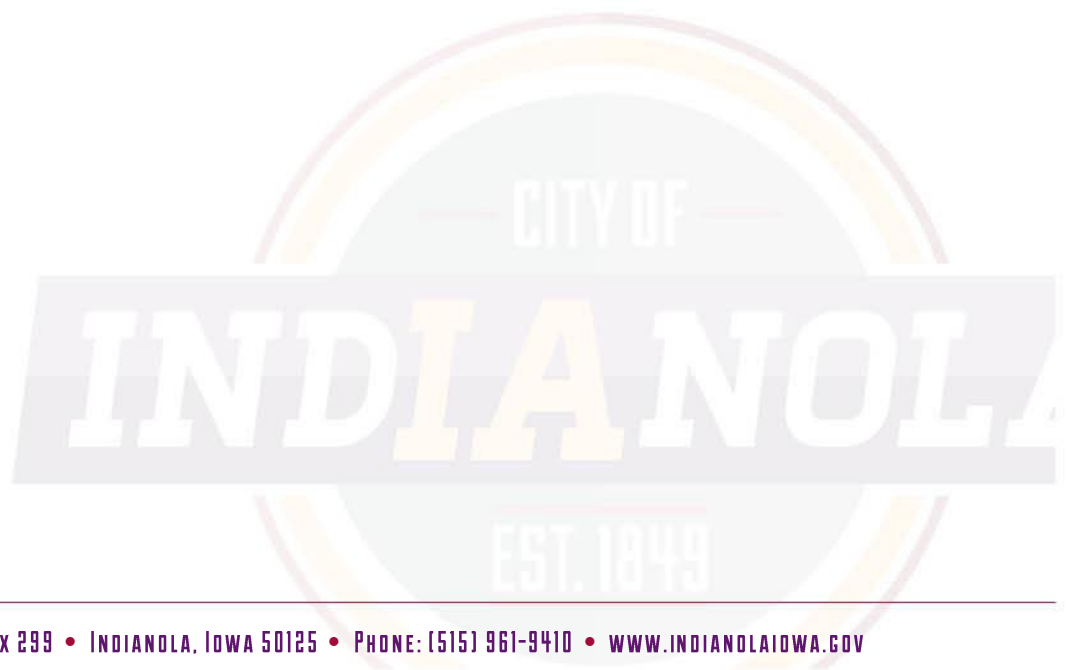
To: Mayor and City Council
From: Alex Fowler, Director of IT
CC: Ryan Waller, City Manager
Date: September 15, 2020
Re: New Phone System

Our current phone system has reached the end of available support. For the 20/21 budget year, a \$60,000 budget was provided to replace our current phone system. Since the beginning of the year I have narrowed down the search to five potential providers based on these criteria:

- Support 20 SIP lines
- 120 Handsets
- Voicemail
- Call Routing, Call Queues, & Mutli-call Groups
- Automatic & Manual Call Recording
- Call Reporting & Live Call Status Monitoring
- 5 Years of Full Support

The five providers demonstrated their proposed system in front of staff invited from both City and IMU departments. From this selection, the Digium Switchvox system from American Business Phones has the most features departments were interested in and fits within the budget at \$57,490.

Other systems reviewed include Avaya, Mitel, Ring Central, and 8x8.



RESOLUTION NO.

**RESOLUTION APPROVING THE PURCHASE OF A TELECOMMUNICATIONS SYSTEM
FOR INDIANOLA MUNICIPAL UTILITIES**

WHEREAS, under the FY2021 budget the Board of Trustees approved the transfer of funds to the City of Indianola to purchase a new telecommunications system for Indianola Municipal Utilities (IMU); and

WHEREAS, several systems were researched by the City Information Technology (IT) staff along with personnel from the City and IMU; and

WHEREAS, the IT staff recommends the purchase of the telecommunications system described in the attached proposal.

NOW THEREFORE, BE IT RESOLVED by the Board of Trustees of Indianola Municipal Utilities, that

1. The purchase and installation of the telecommunications equipment as described on the attached page is approved, and
2. The City Manager and Director of Information Technology are authorized to proceed with the execution of documents for said purchase and installation.

Adopted this 28th day of September 2020.

Mike Rozga, Chairperson

Attest:

Jackie Raffety, Deputy City Clerk

September 1, 2020

City of Indianola

110 North 1st St.
Indianola, IA 50125

September promo pricing only

Many thanks for the opportunity to provide you with this telecommunications system proposal. American Business Phones has been a leader in the telecommunications industry in Iowa since 1982, serving businesses state-wide.

At American Business Phones service is more than just a promise. We provide:

1. **State-of-the-Art VOIP and Digital Telecommunications Systems**
2. **Trained and certified installation and service professionals to install and maintain your telephone system**
3. **Best warranty in the industry with "TOTAL SUPPORT"**
4. **Convenient financing options to lease or own**

I am recommending the Digium Telephone System for your company. Digium designs and manufactures innovative business telephone systems for workplaces like yours. These exceptional systems are easy to use and packed with advanced capabilities to enhance your competitive edge!

I have carefully prepared this system proposal for your evaluation.

Sincerely,

Scott Ebert
Senoir Account Executive




digium
Switchvox

Authorized Dealer



Digium System Proposal

Scope of work:

We will be installing a virtual Digium phone system on the city's Hyper V certified server with 65 – D65 phones, 60 - D62 phones and 3 conference phones with an additional microphone and an existing analog courtesy phone.

This system will use 20 IMU SIP trunks to provide talk paths.

ABP will provide programming for applications: voicemail, voicemail forwarding, outgoing calls, conference calls, transfers, voicemail to email, park, hold, and intercom between phones.

Program auto-attendants for each department.

Program one company-wide template and login credentials for Digium Switchboard for user.

Set up 1 mobile app and train user. Provide documentation for programming of additional users. Set up 1 mobile app and train user. Provide documentation for programming of additional users.

NOTE: Mobile app is dependent on proper network configuration and will be an extra charge of \$150 for the first instance and \$10 for each additional application. The mobile application is not supported without a Dual Resolvable Fully Qualified Domain Name. This proposal assumes Blue Pearl and the IT department can provide an FQDN. ABP will provide the customers' IT company all configuration details and assist with IT issues for one hour. Additional help can be provided at a rate of \$98/hr.

ABP will provide the customers' IT company all configuration details and assist with IT issues for one hour. Additional help can be provided at a rate of \$98/hr.

Follow-up service requests after installation for one year will include remote system fine-tuning and additional training requests **(Must have remote access)**



Authorized Dealer

The City of Indianola's RESPONSIBILITIES

All phones will be powered by The City of Indianola's PoE switchgear

Provide all The City of Indianola's contacts including emails and cell numbers.

Provide ABP with a list of all phone numbers and phone bills (lines and DIDs).

Provide list of users and extensions (ABP will send 'cheat sheet')

Cancellation of service providers lines or circuits no longer in use after system implementation.

Provide full cooperation of the City of Indianola's IT staff during installation including but not limited to phone support, network support and port forwarding.

All network connectivity (WAN/LAN) in place and operational.

QoS configuration for voice on The City of Indianola's network.

Provide a Static IP address.

Provide remote access to ABP for system administration.

The City of Indianola is solely responsible for the functionality of the network.

Phone Features

65 – D65 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 6 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller
- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator
- Bluetooth Enabled



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60 – D62 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 2 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller
- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator



3 - Konftel 800 Conference Phones

- Meeting size: More than 20 people
- OmniSound®
- Simple-to-use touch interface
- SIP, USB, Bluetooth® LE
- Daisy-chain
- Expansion microphone included
- Built-in bridging function for
- 5-way calls
- Efficient, scalable provisioning
- Two-year warranty



1 – SPA 112

- SIP to Analog Converter

WARRANTY

- 1 Year Parts Warranty** on Digium Phones
- 5 Year Titanium Digium Support and Maintenance**
- 1 Year Coverage** on labor (see attached Total Support)

TERMS & CONDITIONS:

STATEMENT OF WORK – Anything outside the “Statement of Work” section of this proposal is not included.



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BUDGETARY – This proposal, marked “budgetary”, has been quoted with the best information we had at the time. Parts and labor charges may change due to additional requests, unknown requirements, or added features or programming not known beforehand.

INCLUDED IN THIS PROPOSAL: Connection to customer network (if required) and programming of our phone system; installation of server and phones, initial programming of phone buttons, lines, ringing, caller ID, DND, NT and operator mailbox, DSS keys, park and page, direct transfer to VM and voicemail record. Any network issues including compatibility and operation should be referred to the IT company or person responsible for the network management.

SYSTEM REQUIREMENTS – Well lit room with 120vac 20amp grounded power receptacles, climate-controlled with temperature not less than 32F nor greater than 104F, humidity below the point of condensation, and free of obstructions within 3 feet every direction of phone equipment.

WARRANTY DISCLAIMER – The warranty does not include lightning, water, fire, abuse, or the like, or other acts of God not the fault of the equipment and is void if equipment is serviced by a third party not authorized by American Business Phones.

CABLING – This proposal does not include installation of any additional jacks or cabling, including feed cable, station cable, network cable, fax cable, DSL jacks, or backboards unless stated above. This proposal assumes that all phones to be installed will connect to existing jacks unless otherwise stated.

NETWORK CAPACITY – This proposal assumes sufficient port capacity on customer’s network (if applicable).

PROGRAMMING – Additions or changes to initial programming will result in additional charges.

OBLIGATION – American Business Phones (ABP) shall be temporarily relieved of its obligation in the event of circumstances beyond ABP’s control such as labor disturbances, weather, unavailability of parts, problems due to software changes made by Microsoft, Lenox, or other software manufacturers, lack of telephone company facilities, inability of the telephone company to provide services such as lines, T1s, etc.

_____ **INITIAL HERE THAT YOU HAVE READ AND UNDERSTAND THE FOLLOWING INDENTED SECTIONS:**

- **LINES, CIRCUITS & INTERNET SERVICES** – The performance of ABP ‘s systems depend upon services provided by third parties such as phone companies, long distance companies, internet service providers and many others. Though ABP may recommend any of these services and may even place the order for a third party service, the operation and reliability of these services are beyond ABP’s control. ABP cannot guarantee the performance of third party services which may include WAN



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(Wide Area Network) Services, SIP (Session Initiation Protocol), VOIP (Voice Over Internet Protocol), DSL (Digital Subscriber Line), Cable, Satellite, and a host of others. Also, customer must keep in mind that poor voice quality may be due to a poor connection at the other side of your communication link and not your side.

- **MANUFACTURER SOFTWARE REVISIONS AND UPGRADES** – ABP cannot guarantee that any changes, upgrades or revisions of any software program will not affect its compatibility with ABP's systems or system features. This includes printed information in sales and advertising brochures which may have been printed prior to software being revised.

PROJECT RELATED SERVICE – There are generally three phases pertaining to “Project Related Service” requests. These phases are:

- 1) Consultation and Discovery
- 2) Implementation Strategy and Estimate
- 3) Installation and Testing.

All phases of Project Related Service are billable. Customer may decide at any time to stop the project and thus incur only billable labor hours to that point. The minimum charge for a technician on site is one hour plus trip.

SECURITY AND HACKING – ABP shall not be liable for service issues, lost data, damaged software or hardware, incidental damages or loss of business due to lack of proper system security or hacking (theft or damage to software from a remote location) of your network and/or voicemail or communication server. The customer assumes sole responsibility for maintaining security protocols, firewalls, anti-virus, anti-adware software and any other defensive measures necessary for protection of software and hardware.

EMERGENCY 911 SERVICE – You are advised that the E911 service from your **IP Phone:** may not function with the loss of electrical power, including the loss of power to telephone equipment or other equipment necessary to route E911 calls to the appropriate emergency call center; will not function if the broadband/internet connection is not operational; will not function at a remote location or may transmit incorrect physical location information for the caller if internal users are allowed to use their IP-based phones remotely; may not transmit the correct physical address for the E911 call due to incorrect information provided by you, use of a non-native telephone number or delays in loading or updating automatic number identification and location information into the E911 databases; may not be capable of being received and/or processed by an emergency call center due to the center's technical limitations; and may be affected by other factors or force majeure events, such as the quality of the broadband connection and network congestion.



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TERMS – The terms on this document constitute the entire agreement between the purchaser and the seller. No other representation, statements, or warranties no contained herein shall be relied upon by the purchasers (or sellers) unless made by mutually agreed upon written amendment to this agreement. This is a binding contract, not subject to cancellation.

PAYMENT TERMS – A 40% down payment is due when ABP's proposed solution is accepted and authorized by the customer. The balance will be due upon completion of the installation. In the event installation occurs over a several week period, ABP may require periodic payments.

ATTORNEY'S FEES – Customer shall pay all of ABP's costs in the collection of any amount due hereunder in the recovery of any property pursuant hereto or in the enforcement of its right against the Customer, including reasonable attorney's fees, whether or not suit be brought.

TAXES – *Applicable taxes shall be added to the purchase price unless the customer has supplied a tax exemption certificate acceptable to the proper taxing authorities.*

Total Price: \$53,490.08

X

Authorized Signature for Customer

Date



Authorized Dealer

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